



JOB DESCRIPTION

Position Title: Building Operations Coordinator
Department: First United Church Social Housing Society
Reports to: Property Manager
Date: November 2020

Our Vision

A neighbourhood where every person's worth is celebrated, and all people thrive.

Our Mission

We seek a just society by nurturing each person's spirit through ministry, housing, advocacy and community services.

Our Core Values

Acceptance – we practice a presence of acceptance – caring for people no matter who they are, no matter where they are on life's journey, no matter their race, gender identity/expression, or who they love. We meet people where they are and offer help when asked.

Discernment – we develop and grow our skill at using critical thinking and judgement in our interactions with the community we serve. We know that behaviour is in itself communication, and sometimes rules cannot be one-size-fits-all. And that the world does need rules. We use the same skills to plan how the organization should respond to the neighbourhood we serve.

Empathy – we practice empathy – truly seeing and hearing the experience of those around us. Empathy communicates to those we serve: "You are not alone."

Accountability – we show up and we go the extra mile. We deal with our own issues and we take ownership and responsibility for our work and its impact.

Social Justice – we aspire to a sustainable and equitable society.

Each job at First United Church Community Ministry Society should in some way promote our vision and mission and all employees are expected to share our values at work.

POSITION OBJECTIVE

The Building Operations Coordinator is responsible, under the direction of the Property Manager, for the planning, scheduling, coordinating and administering of maintenance, renovations or construction activities of three buildings ensuring they are well maintained and in a reasonable state of repair keeping a priority focus on situations that could affect the health, safety and well-being of tenants, staff and the public.

DUTIES AND RESPONSIBILITIES

- Establishes, plans, schedules, monitors and carries out preventative maintenance procedures and schedules for buildings. Ensures buildings and equipment meet all safety, security and fire regulations and policies. Makes recommendations for major (capital) repairs and purchases to Property Manager.
- Assesses, plans, implements and performs skilled work in the remodeling (up to complete gutting removal of drywall) of suites. Skilled work includes carpentry, electrical, painting, mechanical and plumbing, locksmithing and repairs such as measuring and hanging kitchen and bathroom cabinets, installing new counters, door installations and frame repairs, installing switches, repairing plugs, applying paint and other finishes, replacing or repairing drywall, disassembling and reassembling equipment and cabinets, removing and installing sinks, toilets and applying finishing materials such as flooring (linoleum/laminate) and paint.
- Responsible to prepare suites for remodeling and repairs by cleaning out suites using appropriate hazmat (bio-hazards safety) wear to clean out garbage, rotten food, dead and active vermin/cockroaches, dead and alive human and animal bodies and excrement. Uses appropriate safety and disposal methods of all materials.
- As the employer representative, will interact and support/direct clients in their home during renovations. Expected to practice non-violent communication and de-escalation techniques to manage client behavior through renovation/remodeling processes. Clients struggle with mental illness (psychosis, anger, violence, obsessive/anxiety hoarding behaviours) and addiction involving needles, cookers, blood, vomit, human excrement and lashing out and anger behaviours.
- Organizes, oversees, supervises and is accountable to the Property Manager for the work of contractors. Evaluates and assesses work, prepares estimates of labour and material costs, contacts external contractors and trades people to obtain quotes and engages contractors for major remodeling, repairs and maintenance work.

- Check boilers and associated mechanical equipment as required; ensures that all safety inspections are performed and recorded annually and that fire and elevator alarms and emergency generators are operating correctly.
- Uses Company Credit to procure equipment and supplies, under the supervision of Property Manager.
- Ensures that all inspection certificates and tags are up to date and posted in appropriate areas
- Re-keys or replaces building and mailbox locks when required
- Is responsible for regular preventative maintenance of the buildings and for preparation of annual preventative maintenance schedule
- In conjunction with Manager, supervises outside maintenance contractors and ensures work is performed satisfactorily
- Keeps a record of jobs performed and submits to Manager for recording unit files
- In conjunction with Manager conducts annual suite inspections and inspections upon move-out. Ensures that all required repairs are attended to in a timely fashion.
- Attends regular Staff meetings, and reports to Directors as required
- Provides support to building janitors as requested by Manager
- Relieves other Society staff as required
- Provides support and information to staff and tenants when necessary
- Other related duties

SCOPE OF RESPONSIBILITY

Supervisory responsibility

Outside contractors

Financial responsibility

Accountable to the Property Manager

LATITUDE

The incumbent works independently. If clarification is required, it is expected that the incumbent will request further direction/clarification from the Property Manager.

INTERNAL/EXTERNAL RELATIONSHIPS

- Regular communication is maintained with all levels of staff, contractors and residents.

GENERAL QUALIFICATIONS

- Ability to maintain a calm, welcoming, empathetic and professional demeanor at all times with staff and with vulnerable and/or marginalized individuals
- Ability to avoid engaging in incidents with staff, Community Members and volunteers; nonviolent crisis intervention training a strong asset
- Physical ability to carry out the duties of the position: good physical condition with ability to lift up to 25 kilograms
- Ability to use computers and various work-related software to carry out work related activities. An intermediate understanding of Microsoft Office products and the Arcori Property Management Program (processing work orders) is required.
- A valid driver's license and driving record that is reflective of a safe driving history
- Must be able to pass a Criminal Record Check
- Ability to communicate in English effectively, both verbally and in writing
- Ability to work independently with a minimum of supervision
- Ability to organize work
- Ability to operate related equipment

EDUCATION AND WORK EXPERIENCE

- Grade 12 or an equivalency of education.
- Certificate of Apprenticeship or Trades Qualification certificate in a trade or trades (such as plumping, painting, HVAC or carpentry) and/or equivalent combination of training and experience plus five (5) years related experience in a non-profit related support housing building(s) e.g. shelter, group home, recovery house and/or supported housing buildings
- Two (2) years of supervisory experience.

SPECIAL TRAINING

- Occupational First Aid and CPR, Naloxone Administration Training, WHMS, NVCII or non-violent communication, other workplace related training optional but would be a benefit